

HOW TROUBLE-FREE DO YOU WANT TO BE?

Lite Plan

- Automated Alerting
- Anytime Remote Support available
- Network, Workstation, Server Monitoring and Management
- Semi-Annual IT Status reports
- Patch management



Basic Plan

Everything the Lite Plan includes plus –

- Priority Service
- Helpdesk support for all users available
- One remote support incident per PC
- Annual tune-ups included for all PCs
- 30% discount for any additional service
- Monthly IT status reports & recommendations
- Best practices audit & recommendations regarding computer setup, security, and maintenance for maximum efficiency and minimum downtime
- B.E.S.T. Monitoring Software installed to facilitate daily monitoring and alert a Computer Troubleshooters technician when a problem occurs
- Optional: Remote Access and On-line Backups

Proactive Plan

Everything the Basic Plan includes plus –

- High Priority Service – next day response or better
- All computer problems covered
- Semi-annual tune-ups included for all PCs
- 40% discount for any additional non-problem service
- ISP, email, backup, firewall, and VPN management support included at no additional cost
- Discount on optional Remote Access and On-line Backups
- Optional: Unlimited help desk support for all users plus two remote support incidents per PC (non-problem)

Your BEST value! Trouble-Free Plan

Everything the Basic and Proactive Plans include plus –

- No-Downtime Guarantee (including reimbursement of \$100 per hour for downtime, see agreement for details)
- Highest priority service – normally same day
- CT recommended defense software (included)
- Software License and Asset Management included
- Quarterly tune-ups included for all PCs
- 50% discount for additional (non-problem) service
- Optional Hardware Guarantee \$20 per PC

When trouble-free is a reality for your computers – and it can be – Computer Troubleshooters will also work with you to enhance your business through technology. We'll put our B.E.S.T. people on it. For detailed information regarding these B.E.S.T. services as well as additional support offerings, contact your local Computer Troubleshooter.

1-203-840-1287

www.cts-norwalk.com

The World's First No Downtime Guarantee For Small Business



T E C H N O L O G Y S O L V E D